



# Public Service Commission of Wisconsin

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## PSC Urges Consumers to Manage Heating Bills

MADISON – The Public Service Commission of Wisconsin (PSC) is advising consumers to contact their local utility company if they have not made heating payments for the 2004-2005 winter season.

Heat may be disconnected from homes on April 16, 2005, if heating bills have not been paid or a payment plan has not been arranged with the utility. PSC administrative rules prohibit utilities from disconnecting customers between November 1 and April 15. The current moratorium rule was adopted in 1984 to provide health and safety protections during Wisconsin's cold winters.

After April 15, a utility is not required to provide heat to customers if payment arrangements have not been made on outstanding bills. Utility companies must inform customers before discontinuing heat. Disconnected customers must contact their utility provider to reconnect heat.

If customers cannot reach agreement with their utility, they are encouraged to contact the PSC's Consumer Affairs Unit for review of the proposed payment plan. Consumers wishing to speak with a PSC Consumer Affairs representative should call one of the following numbers:

Public Service Commission – Consumer Affairs  
1-800-225-7729 toll free  
Or 608-266-2001 in the Madison area

Customers who need assistance in paying their heating bills should request information on energy assistance programs from their utility provider. Wisconsin Home Energy Assistance Program (WHEAP) is one state-wide program that provides funds to eligible households to assist with energy bills. Assistance eligibility is determined by income and energy consumption.

In addition, the PSC strongly encourages consumers to be cautious when using alternative heat sources, such as electric space heaters. These devices are not designed to or intended to be used as a primary heating source. If left unattended or around children, the heaters can be very dangerous.

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